Introduction

The End Stage Renal Disease Program (ESRD) biennially surveys participants of the program for the purpose of analyzing and improving the quality of the program. ESRD is legislated and funded by the State of Wyoming and administered by the Wyoming Department of Health.

The Wyoming End Stage Renal Disease Program (ESRD) assists low-income Wyoming residents who have been diagnosed with End Stage Renal Disease cover their related expenses. ESRD can help with patient expenses that remain after Medicare and private insurance have paid their share, health insurance premiums, prescription costs, and dialysis related travel. The program does not pay for any medical treatment or hospitalization not directly related to kidney dialysis. In the case of kidney transplant clients, ESRD pays for immunosuppressant drugs only.

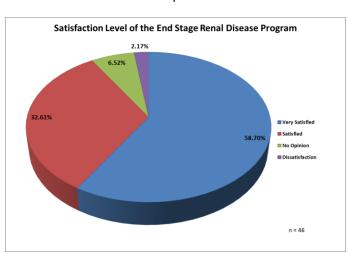
Wyoming currently has 9 dialysis treatment centers that work closely with the ESRD Program. Each facility provides patients with information regarding the program and assists those who may qualify for program benefits to apply.

Participation in the survey by ESRD clients was 47.06% (48 of 102). While there were 48 respondents, not all questions have 48 responses, and the total number of answers per question will be reported as n when needed.

Satisfaction

Survey Question: What is your level of satisfaction with the ESRD Program?

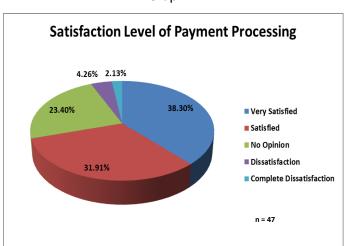
Forty-six (46) clients responded to the question of their overall satisfaction level with ESRD (Graph 1), showing forty-two or **91.31%** are satisfied with the program. Of the 46 respondents, zero reported complete dissatisfaction, one reported dissatisfaction, and three indicated no opinion.



Graph 1

Survey Question: Generally speaking, what is your level of satisfaction with the turnaround time for payment for properly submitted claims?

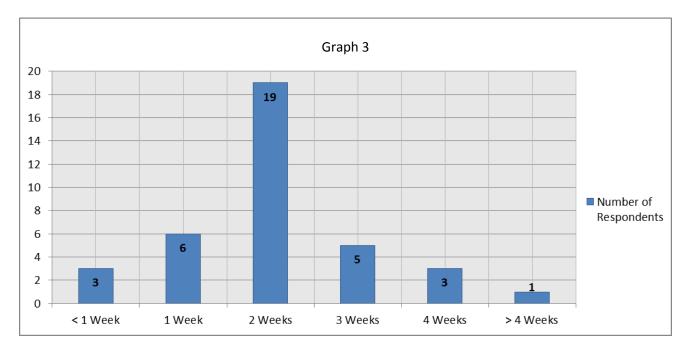
There were 47 responses to the question (Graph 2). Responses were Very Satisfied (18), Satisfied (15), No Opinion (11), Dissatisfaction (2), and Complete Dissatisfaction (1). Payment processing is shown to have a satisfaction rate of 70.21% (33).



Graph 2

Payments

Of those surveyed, 51.35% (19) had received payments on average within two weeks. Graph 3 shows all responses (37) for the average time frame to receive payment. Of the 37 responses, 81.08% (30) received payments between one to three weeks, and 2.7% (1) waited for payments longer than four weeks. Of 39 responses, 84.62% (33) of clients indicated there was no negative impact from the payment time frame.



Renewal

Table 1 summarizes responses to the renewal questions. Of those who responded, 100% (43) agreed they received renewal notification in plenty of time, and 86.05% (37) understood the renewal form without assistance from the ESRD program manager or a social worker. Four, or 9.09% did not understand the need for an annual renewal, and 88.37% (38) agreed that the 185% of federal poverty guideline adjusted by ESRD expenses is a fair way to determine eligibility for ESRD benefits.

Table 1

Questions	Agree	Disagree	n
Received yearly renewal in plenty of time	43	0	43
Understood the renewal without assistance	37	6	43
Understand why the renewal is needed	40	4	44
The 185% Guideline is Fair	38	5	43

Medicare D (Prescription Drug Coverage)

When asked if respondents receive ESRD reimbursements for Medicare D, 36.17% (17) answered yes. Nineteen respondents said they did not receive reimbursement for Medicare D; 57.89% (11) were unaware of the benefit, 10.53% (2) have their premiums paid by someone else, 15.79% (3) do not pay anything for Medicare D, 5.26% (1) chose to pay for their own prescription plan, and 10.53% (2) indicated other, but did not specify a reason.

Other

Other responses collected from the 2014 ESRD Program Confidential Survey include answers to whether medications were being taken as instructed by their doctor, and the helpfulness of a print-out of expenses paid on their behalf at the end of the ESRD budget cycle. Forty-five (93.75%) respondents indicated they were taking medications as instructed. Of the 6.25% (3) who did not, two stated the medication was too expensive, and one stated that they forget occasionally, but not often. When asked if it would be helpful to have a print-out of ESRD payouts 45.83% (22) answered yes, with 54.55% (24) indicating a print-out would not be helpful.

2014 End Stage Renal Disease Program Confidential Survey

Additional Comments

Those surveyed were asked how ESRD could better serve their needs. Notable comments included the coverage of more problems such as diabetic issues, covering medications not specifically related to kidney failure or transplant retention, extending dialysis benefits after a kidney transplant, more information about the program, and administrative details. Several comments related to appreciation for the program and the help provided.

Conclusion

The Wyoming Department of Health would like to thank all who participated in the 2014 End Stage Renal Disease Program Confidential Survey. Based on the survey results, no significant programmatic changes are expected in 2015. Results indicate the program is fulfilling its purpose at this time. The End Stage Renal Disease Program will survey again in 2016. ESRD will develop a benefit reminder letter to be included with the yearly renewal packets in the odd years when there is no survey.